



The City of South San Francisco

Office of the City Clerk
400 Grand Avenue
South San Francisco, CA 94080
(650) 877-8518 (fax) (650) 829-6641

Application for Boards and Commissions

APPLYING FOR *(more than one may be checked)*

| | | | |
|---|--|---|---|
| <input type="checkbox"/> Bicycle and Pedestrian Advisory Committee (BPAC) | <input type="checkbox"/> Conference Center Authority Business Representative | <input type="checkbox"/> Conference Center Authority Community Representative | <input type="checkbox"/> Conference Center Authority Hotel Representative |
| <input type="checkbox"/> Cultural Arts Commission | <input type="checkbox"/> Equity and Public Safety Commission | <input type="checkbox"/> Housing Authority | <input type="checkbox"/> Housing Authority Tenant Commission |
| <input type="checkbox"/> Library Board | <input type="checkbox"/> Measure W Citizens' Oversight Committee | <input type="checkbox"/> Parking Place Commission | <input type="checkbox"/> Parks & Recreation Commission |
| <input type="checkbox"/> Personnel Board | <input checked="" type="checkbox"/> Planning Commission | <input type="checkbox"/> SSF General Plan 2040 Community Advisory Committee | <input type="checkbox"/> Traffic Safety Commission |
| <input type="checkbox"/> Youth Commission | | | |

Are you interested in participating in the Citizen's Academy? ☐ Yes ☒ No

PERSONAL INFORMATION

Chao, Lyman

Name (last, first, middle)

South San Francisco, CA 94

Address (number, street, and apartment number)

City, State and Zip Code

Telephone number

Cell phone/alternative contact number

E-mail address

If you selected more than one Board/Commission/Committee of interest, please rank your preferences here, starting with your first choice.

How many years have you been a resident of South San Francisco? 18

Have you attended any meetings of the commission/board for which you are applying? Yes ☐ No ☒

If yes, which one(s)? _____

BPAC

Are you a resident of South San Francisco? Yes ☒ No ☐

If no, are you employed in South San Francisco? Yes ☐ No ☐

Number of hours employed in South San Francisco: _____

Housing Authority Tenant Commission

Are you a resident of the Housing Authority? Yes ☐ No ☒

Youth Commission – (Ages 14 to 22)

If not a resident of South San Francisco, are you a student of SSFUSD? Yes ☐ No ☐

Current school: _____

Conference Center Authority Hotel Representative

Which hotel within the City of South San Francisco are you representing? _____

South San Francisco General Plan 2040 Community Advisory Committee

What is your District of Residency? _____

Click [here](#) to locate your District.

Why do you want to be a member of a Board/Commission/Committee? What do you feel you could contribute? _____

I would like to serve our community and provide my expertise in business and real estate.

What qualifies you for this appointment? Business owner of Allstate Agencies, business in real estate and serving c

What is your vision for growth in South San Francisco? Keeping South San Francisco safe, increasing business opport
both large corporations and small business. build affordable housing for those that need it most. increasir

Are you currently receiving any form of compensation from the City for work performed? Yes ☐ No ☒

If yes, please explain: _____

Do you have any relatives serving on Council, Commissions, Boards, and Committees or otherwise employed by the City of South San

Francisco? Yes ☐ No ☒ If yes, _____
Name Position Relationship

EDUCATION - Please include additional information on separate sheet.

San Francisco State University BS: Finance

Name and location of college/university/technical or trade school Degrees received

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What community activities are you presently involved in, or have been in the past?

Past President of the Asian Real Estate Association of America (AREAA), Also a national committee chair

MISCELLANEOUS - Please include additional information on separate sheet or attach resume.

Military Service: Dates and branch

WORK EXPERIENCE - Please include additional information on separate sheet or attach resume.

12/1/2022. Kw Peninsula Estate Team Leader

Dates employed Employer Position

Train and recruit real estate talent, coach top agents, direct initiatives for growth and learning

Duties

01/01/2020 Real Estate Agent

Dates employed Employer Position

Help advise investors, buyers, and sellers research, buy and sell real estate.

Duties

I certify that, to the best of my knowledge, all statements in this application are complete and true. I agree and understand that any misstatement of material fact will cause me to forfeit all rights to appointment to a Commission, Board, or Committee with the City of South San Francisco.

12-12-2022

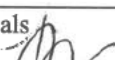
Signature

Date

The interest of the City is served best by actual and regular participation by Board and Commission members. Thus, upon the second absence from a regular meeting within any rolling twelve-month period, a member shall receive a written communication from the Mayor requesting that the member respond to the Mayor with an explanation for said absences within one week of the member's receipt of the written communication. The Mayor shall report to the City Council the reasons provided for the member's absences. If the City Council determines that the absences occurred for legitimate reasons, the City Council may excuse both or one of the absences. Members are also encouraged to give advanced notice of their absence from meetings.

Applications are accepted on a continuous basis and will remain valid 1 year from the date of submission. If you are selected to serve on a Board or Commission, you may be required to file an Annual Statement of Economic Interest (FPPC Form 700) and bi-annual Ethics Training (AB1234).

PRINT AND MAIL TO:
CITY OF SOUTH SAN FRANCISCO
Office of the City Clerk
400 Grand Avenue, South San Francisco, CA 94080
For more information, call (650) 877-8518

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|-----------------------|----------|--------------|--|---------------|
| For official use only | Accepted | Not Accepted | Initials  | Date 12/13/22 |
|-----------------------|----------|--------------|--|---------------|

Lyman Chao

SKILLS

| | |
|-------------------|---|
| Software | Product Management, Enterprise Software, Customer Interview, Business Intelligence, Business Reviews, Market Analysis |
| Software | Trello/Asana/Monday, Adobe Creative Suite, Excel/Sheets, Google Analytics, CampaignMonitor, Sendgrid, Digital Ocean |
| Design | User Experience Design, User Interface Design, Web Design |
| Technology | HTML, CSS, JavaScript, Ruby, Ruby on Rails, PostgreSQL |
| Strategy | Cross Functional Team Lead, Agile/Scrum/Kanban, User Stories, Innovation, Product Lifecycle, Product Roadmap, Lean Startup, Work Breakdown Structure, A/B Testing, Quantitative Data Analysis, Stakeholder Management |

WORK HISTORY

Team Leader

12/2022 to Current

Fyform

Burlingame, CA

- Lead end-to-end product development for recruiting and education programs, gathering key metrics and defining the scope of the profitable growth of company.
- Research to understand real estate associates needs and ensure they are considered in prioritization and trade-off discussions, which allowed our coaching team to build an effective program.
- Coaching top 20% of agents increasing their bottom line and creating efficiencies throughout their business.

Real Estate Advisor

01/2020 to 11/2022

RE/Max

Daly City, CA

- Evaluate market, trends, technologies, zoning, and other influencing factors for my real estate clients.
- Conduct financial analysis for properties and assist with strategic planning for client's real estate portfolio
- Negotiate acquisitions of residential and commercial real estate properties.

Product Owner

08/2016 to 07/2022

Allstate

San Francisco, CA

- Lead end-to-end development for strategic growth program, by analyzing market trends within the insurance industry, creating strategic plans for teams to acquire business units to expand market share.
- Owned, developed and maintained reporting on key metrics such as enrollment and churn and leveraged these to prioritize opportunities and report on success and failures to adjust client interactions.
- Conduct customer research to understand our member's financial problems and anxieties, creating new products features which lead to increase of conversion rate by 30%.
- Lead the relaunch of a marketing campaign utilizing A/B testing methodologies to increase lead generation for the sales team increasing sales by 20%.
- Monitored project progress to verify that milestones were being met on time and budget, and worked closely with internal teams and external media agencies to quality check deliverables prior to deployment, increasing market awareness by 15%.

Product Manager

03/2012 to 08/2016

Charter Risk Management

San Francisco, CA

- Lead end-to end development of financial products, working with internal teams to study stakeholder feedback, creating increased lead and conversion opportunities for business units.
- Build and maintain strong relationships with leaders and stakeholders that depend on the capabilities and performance of our platforms.
- Work cross-functionally with stakeholders across Business Operations, Product operations, compliance, and servicing to launch new market segments.
- Spearhead the development of a new back-end processes with new tools and methodologies for my operation team decreasing client churn by 15%.
- Create a vision and roadmap for our product that addresses stakeholder needs leading efficient production of solutions increasing customer satisfaction rating by 25%.

EDUCATION

Bachelor of Science: Finance, 06/2008

San Francisco State University - CA